

# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2002

### Comprehensive Psychiatric Services - Inpatient

## Demographics

		Total Served CPS Inpatient Facilities <sup>a</sup>	Total Survey Returns <sup>b</sup>	Adult Acute Care	Adult Long-Term Care	Child/Adolescent Acute Care	Child/Adolescent Residential Care
<b>SEX</b>	Male	74.8%	76.2%	51.8%	86.5%	63.2%	65.8%
	Female	25.2%	23.8%	48.2%	13.5%	36.8%	34.2%
<b>RACE</b>	White	62.2%	64.3%	79.3%	56.1%	90.0%	77.5%
	Black	33.9%	26.1%	16.2%	32.1%	10.0%	12.5%
	Hispanic	1.1%	1.6%	0%	2.1%	0%	2.5%
	Native American	0.2%	2.2%	1.8%	2.7%	0%	0%
	Pacific Islander	0.2%	0.4%	0%	0.3%	0%	2.5%
	Alaskan	0%	0%	0%	0%	0%	0%
	Oriental	0.6%	0%	0%	0%	0%	0%
	Bi-Racial	0.4%	2.0%	0%	2.7%	0%	2.5%
	Other	1.4%	3.4%	2.7%	3.9%	0%	2.5%
			37.35	38.04	41.57	12.70	13.70
	0-17	9.0%	12.1%	0%	0%	100.0%	100.0%
<b>AGE</b>	18-49	71.1%	69.2%	80.5%	78.0%	0%	0%
	50+	19.9%	18.8%	19.5%	22.0%	0%	0%

<sup>a</sup> The demographic statistics in the columns marked Total Served are based on the number of people served April 2002 according to DMH billing records.

<sup>b</sup> The demographic statistics in the column marked Total Survey Returns are based on the survey returns.

# Sample Size

Information is based on the number of returned forms and the number of people served according to DMH billing records.

	Number Served April 2002	Number Forms Returned	Percent of Served Returned
Total CPS Inpatient	1791	548	30.6%
Adult Acute Care	589	126	21.4%
Adult Long-Term Care	1105	362	32.8%
Child/Adolescent Acute Care	83	20	24.1%
Child/Adolescent Residential	64	40	62.5%

## Services for the Deaf or Hard of Hearing

*The following represents the percentage of affirmative responses for each item.*

	Overall State	Adult Acute Care	Adult Long- Term Care	Child/ Adolescent Acute Care	Child/ Adolescent Residential Care
Are you deaf or hard of hearing?	13.2%	13.6%	13.9%	10.0%	7.5%
<i>If yes, do you use sign language?</i>	14.8%	0%	19.0%	0%	33.3%
If you use sign language, did this agency use sign language without the help of an interpreter?	17.6%	18.2%	14.3%	0%	100.0%
If you use sign language and the staff did not sign to you, was an interpreter provided?	18.2%	12.5%	21.7%	0%	0%

# Medicaid

In 2002, the Consumer Satisfaction Survey asked questions about Medicaid. The results of those questions are below and represent the percentage of affirmative answers.

	Overall State	Adult Acute Care	Adult Long-Term Care	Child/Adolescent Acute Care	Child/Adolescent Residential Care
Do you receive Medicaid?	53.7%	45.5%	50.0%	89.5%	87.5%
<i>If yes, are you a member of an MC+ health plan?</i>	39.1%	57.1%	34.8%	30.8%	40.0%

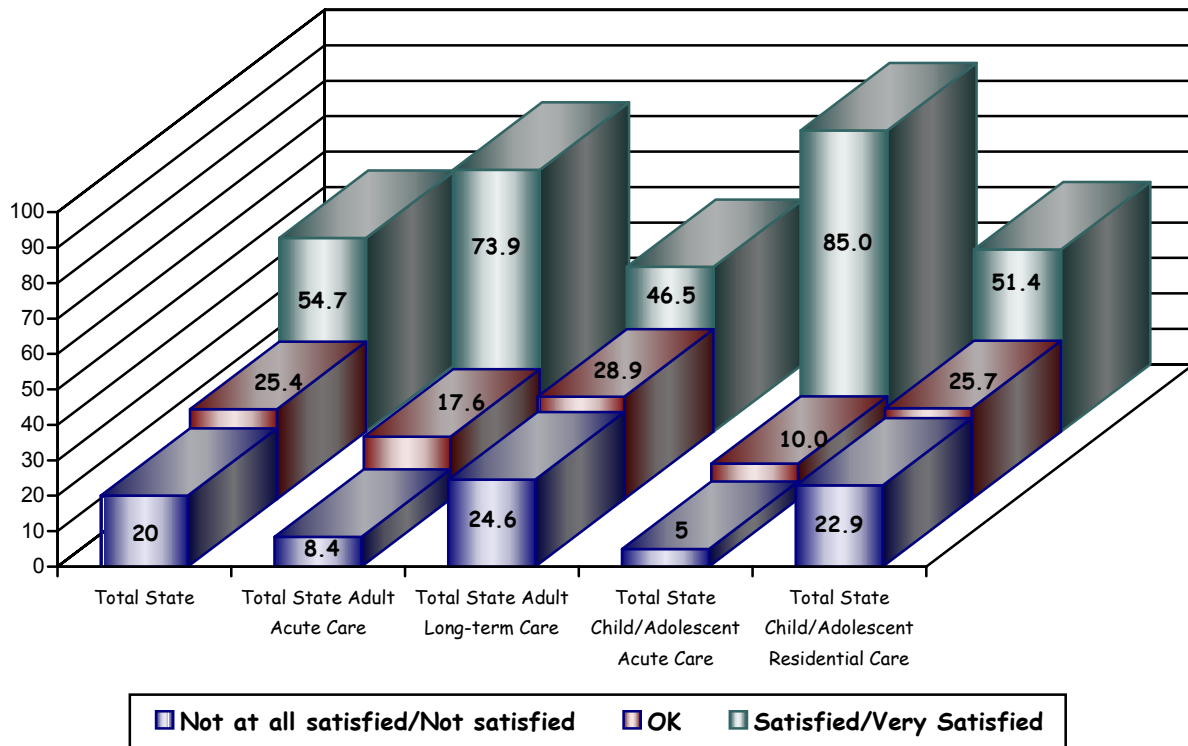
# Consumer Preferences in Living Arrangements

The Department of Mental Health asked adult consumers where they preferred to live. In addition, consumers were asked what resources were needed to live in another location. These questions are particularly important in light of the Olmstead Decision.<sup>1</sup>

	Overall Agency Totals	Adult Acute Care Total	Adult Long-term Care Total
<i>Where Would you prefer to live?</i>			
Where I am now	13.7%	35.9%	5.8%
Group Home	11.2%	1.7%	14.6%
Semi-Independent	11.7%	5.1%	14.0%
Independent Apartment	29.0%	34.2%	27.1%
With Family Member	22.5%	11.1%	26.5%
Other	11.9%	12.0%	11.9%
<i>What resources do you need?</i>			
Financial Assistance	38.9%	51.6%	40.9%
More Mental Health Services	18.4%	20.6%	20.7%
Assistance in learning how to take care of myself	13.5%	7.1%	18.0%
Help to find and keep a job	34.1%	27.0%	42.3%
Someone to stop by and help me with things, either regularly or when I call.	23.9%	16.7%	30.4%
Someone to help me learn how to take care of my money	19.3%	20.6%	22.1%

<sup>1</sup> The Supreme Court's Olmstead Decision (Olmstead v. L.C.) requires states to administer their services, programs, and activities "in the most integrated setting appropriate to the needs of qualified individuals with disabilities."

# Overall Satisfaction with Services



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

## Some of the key findings were:

- Statewide, 54.7% of the consumers of the Division of Comprehensive Psychiatric Services (CPS) Inpatient program who responded to the survey were "satisfied" or "very satisfied" with the services they received.
- The consumers in the Child/Adolescent Acute Care program (85.0%) were more satisfied with services than the consumers in other programs.
- Consumers in the Adult Long-Term Care program were the least satisfied with services. Only 46.5% chose a "satisfied" or "very satisfied" rating.

# Satisfaction with Services

How satisfied are you . . .	Total CPS Inpatient Facilities	Adult Acute Care	Total Adult Long-Term Care Consumers	Child/Adolescent Acute Care	Child/Adol. Residential Care
with the staff who serve you?	3.63 (526)	4.21 (120)	3.41 (349)	3.95 (20)	3.62 (37)
that staff/treatment are helpful to you?	3.62 (526)	4.13 (118)	3.39 (352)	4.15 (20)	3.81 (36)
with how staff keep things about you and your life confidential?	3.54 (513)	4.09 (116)	3.23 (341)	4.55 (20)	4.08 (36)
that your treatment plan has what you want in it?	3.33 (519)	3.99 (118)	3.05 (344)	3.85 (20)	3.46 (37)
that your treatment plan is followed by those who assist you?	3.55 (515)	4.06 (117)	3.30 (342)	4.20 (20)	3.89 (36)
that the agency staff respect your ethnic and cultural background?	3.66 (513)	4.26 (117)	3.41 (339)	4.25 (20)	3.76 (37)
with the services that you receive?	3.53 (516)	4.07 (119)	3.31 (342)	4.35 (20)	3.46 (35)
that staff treats you with respect, courtesy, caring, and kindness?	3.53 (527)	4.09 (121)	3.32 (350)	4.25 (20)	3.33 (36)
that the environment is clean and comfortable?	3.65 (526)	4.20 (121)	3.43 (348)	4.10 (20)	3.62 (37)
that the meals are good, nutritious and sufficient amounts?	3.18 (522)	3.75 (122)	3.07 (344)	2.85 (20)	2.50 (36)
How safe do you feel . . .					
in this facility?	3.67 (527)	4.20 (122)	3.40 (348)	4.65 (20)	3.89 (37)
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.                      The number in parentheses represents the number responding to this item.</p>					

## Some of the key findings were:

- **Statewide, the people served by the Division of Comprehensive Psychiatric Services Inpatient programs reported that they were not satisfied with the services they received. All ratings were below a mean of 4.00 ("satisfied").**
- **Statewide consumers were most satisfied with safety in the facility (mean of 3.67) and least satisfied with the meals being good, nutritious, and in sufficient amounts (mean of 3.18).**
- **Across the four groups, the Child/Adolescent Acute Care consumers were the most satisfied with the services they received (mean of 4.35).**

## Comparison by Gender in an Inpatient Setting

This analysis compared the responses of consumers by gender on the satisfaction survey items. Females were more satisfied than males with all significant items.

How satisfied are you...	Sex		Significance
	Male	Female	
with the staff who serve you?	3.52 (361)	3.93 (111)	F(1,470)=8.896, p=.003
that staff/treatment are helpful to you?	3.54 (362)	3.85 (110)	F(1,470)=5.413, p=.020
with how staff keep things about you and your life confidential?	3.42 (351)	3.88 (107)	F(1,456)=8.295, p=.004
that your treatment plan has what you want in it?	3.19 (356)	3.72 (108)	F(1,462)=11.866, p=.001
that your treatment plan is followed by those who assist you?	3.46 (353)	3.84 (108)	F(1,459)=7.164, p=.008
that the agency staff respect your ethnic and cultural background?	3.55 (351)	4.04 (109)	F(1,458)=11.293, p=.001
with the services that you receive?	3.42 (352)	3.88 (111)	F(1,461)=10.204, p=.001
that staff treats you with respect, courtesy, caring, and kindness?	3.40 (360)	3.90 (113)	F(1,471)=11.627, p=.001
that the environment is clean and comfortable?	3.51 (360)	3.97 (113)	F(1,471)=10.574, p=.001
with how safe you feel in this facility?	3.56 (362)	3.89 (113)	F(1,473)=5.793, p=.016
<p>The first number represents a mean rating.</p> <p><i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.</p> <p><i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.</p> <p>The number in parentheses represents the number responding to this item.</p>			

## Comparison of Racial/Ethnic Background in an Inpatient an Setting

This analysis compared the responses of consumers by racial/ethnic backgrounds on the satisfaction survey items. Hispanic respondents were the most satisfied with how safe they felt in the facility. Caucasians were most satisfied with confidentiality and the staff's respect of ethnic and cultural backgrounds.

How satisfied are you...	White	Black	Hispanic	Native American	Bi-Racial	Other	Significance
with how staff keep things about you and your life confidential?	3.69 (306)	3.38 (120)	3.63 (8)	3.82 (11)	2.78 (9)	2.63 (16)	F(5,464)=2.915, p=.013
that the agency staff respect your ethnic and cultural background?	3.79 (306)	3.49 (119)	3.63 (8)	3.55 (11)	3.11 (9)	2.94 (16)	F(5,463)=2.292, p=.045
with how safe you feel in this facility?	3.77 (315)	3.57 (123)	3.88 (8)	3.18 (11)	3.30 (10)	2.88 (17)	F(5,478)=2.370, p=.038
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.  The number in parentheses represents the number responding to this item.</p>							



## Comparison by Age in an Inpatient Setting

This analysis compared the responses of consumers by three age categories: (1) youth less than 18 years of age; (2) young adults from 18 years of age to 49 years of age; and (3) older adults, 50 years of age and older. Youth under 18 years of age were most satisfied the respect of culture and ethnic background, how the treatment plan was followed and with safety in the facility. The older adults (50 years and older) were most satisfied with their food.

How satisfied are you...	0-17	18-49	50+	Significance
with how staff keep things about you and your life confidential? (a, b)	4.25 (56)	3.45 (319)	3.53 (89)	F(2,461)=7.664, p=.001
that your treatment plan is followed by those who assist you?(a)	4.00 (56)	3.49 (323)	3.53 (87)	F(2,463)=3.709, p=.025
that the meals are good, nutritious and in sufficient amounts? (a, b)	2.63 (56)	3.14 (329)	3.49 (91)	F(2,473)=7.086, p=.001
with how safe you feel in this facility?(a)	4.16 (57)	3.57 (332)	3.74 (91)	F(2,477)=5.413, p=.005
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.                      The number in parentheses represents the number responding to this item.                      Scheffe Post-Hoc significance at .05 or less                      (a) Interaction between ages 0-17 and 18-49.                      (b) Interaction between ages 0-17 and 50+.</p>				

## Comparison by Current Living Situation

*There were no significant differences either in the satisfaction with services or quality of life scales.*

## Comparison Across Programs

A comparison was made between the type of programs. Those in the Adult Acute Care were most satisfied with the staff, content of the treatment plan, respect of ethnic and cultural backgrounds, the environment and the meals. Those in Child/Adolescent Acute Care were most satisfied with all knowledge of the staff, confidentiality, following the treatment plan, services received and staff treating them with respect, courtesy, caring and kindness.

How satisfied are you...	Adult Acute Care	Adult Long-Term Care	Child/ Adolescent Acute Care	Child/ Adolescent Residential Care	Significance
with the staff who serve you?(a)	4.21 (120)	3.41 (349)	3.95 (20)	3.62 (37)	F(3,522)=13.717, p<.001
with how much your staff know how to get things done?(a)	4.13 (118)	3.39 (352)	4.15 (20)	3.81 (36)	F(3,522)=13.201, p<.001
with how staff keep things about you and your life confidential?(a, c, d)	4.09 (116)	3.23 (341)	4.55 (20)	4.08 (36)	F(3,509)=18.044, p<.001
that your treatment plan has what you want on it?(a)	3.99 (118)	3.05 (344)	3.85 (20)	3.46 (37)	F(3,515)=15.344, p<.001
that the treatment plan is being followed by those who assist you?(a, c)	4.06 (117)	3.30 (342)	4.20 (20)	3.89 (36)	F(3,511)=13.665, p<.001
that the agency staff respect your ethnic and cultural background?(a, c)	4.26 (117)	3.41 (339)	4.25 (20)	3.76 (37)	F(3,509)=14.730, p<.001
with the services you receive?(a, c)	4.07 (119)	3.31 (342)	4.35 (20)	3.46 (35)	F(3,512)=13.271, p<.001
that the staff treats you with respect, courtesy, caring, and kindness?(a, b, c)	4.09 (121)	3.32 (350)	4.25 (20)	3.33 (36)	F(3,523)=12.421, p<.001
that the environment is clean and comfortable?(a)	4.20 (121)	3.43 (348)	4.10 (20)	3.62 (37)	F(3,522)=11.821, p<.001
that the meals are good, nutritious, and in sufficient amounts?(a, b)	3.75 (122)	3.07 (344)	2.85 (20)	2.50 (36)	F(3,518)=11.791, p<.001
with how safe you feel in this facility?(a, c)	4.20 (122)	3.40 (348)	4.65 (20)	3.89 (37)	F(3,523)=18.350, p<.001
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.  The number in parentheses represents the number responding to this item.</p> <p>Scheffe Post-Hoc significance at .05 or less</p> <p>(a) Interaction between Adult Acute Care and Adult Long-Term Care.  (b) Interaction between Adult Acute Care and Child/Adolescent Residential Care.  (c) Interaction between Adult Long-Term Care and Child/Adolescent Acute Care.  (d) Interaction between Adult Long-Term Care and Child/Adolescent Residential.</p>					

# CPS Inpatient Subjective Responses 2001

## What was liked Best about the Program:

It should be noted that in this particular area of in-patient treatment, very few of the open- ended questions had responses. For the most part, those surveys that did have comments had brief statements. The majority of the comments made were in response to the question about how services could be improved. The two areas that most consumers cited as needing improvement were staff and the quality of the food. Some of the salient remarks follow:

### *Staff:*

Other individuals receiving services indicated that what they liked best about the services they received was the staff who worked with them. Statements like, *working with staff, my therapist, and the staff* illustrate this point.

### *Overall Service:*

Consumers had some very positive things to say about the services they were receiving. Many of the statements made in regard to what they liked best about the services they received were general comments about the overall program. Examples of some of the comments made by persons served were as follows, *That I am getting help, That they are nice, The treatment, It was hard but it helped, I got friends to talk to and I'm learning more than what I used to know and how to do more things independently.*

### *Activities:*

Some of the consumers who responded to surveys indicated that they liked the activities they were able to engage in as part of their treatment. Persons served through CPS stated that they liked to get out of the treatment center and go places. The following comments were written by consumers in response to what they liked best about the services they received, *School time and activities, You get to go places, Getting to do special activities, and Off ground activities - home passes.*

### *Food:*

When asked what they liked best about the services they received some of the individuals served commented on the food that was prepared for them. Several individuals shared that the food was nourishing and good. The following comments illustrate this, *Food is nourishing and taste good most of the time, and Good Food.* One individual simply wrote food when asked what they liked best about the services they received.

## What could be Improved:

There were also many comments about how the services could be improved. Some of these related to the fact that the individual did not believe they should be held in these facilities.

### *Positive Responses:*

When asked how services could be improved some individuals believed that there was nothing that could be done to improve the services they received. In fact one person described the program as close to perfect, *Nothing is perfect but this is about as close as you get!!!* Other positive responses were, *I don't know they were really nice to me*, *Don't see how they could be any better*, and *They could have not been better*.

### *Staff:*

One of the issues most frequently mentioned as an area needing improvement is staff. Persons responding to the survey indicated that they had problems with the way they were treated by staff. Many expressed a desire for kinder, more respectful, and patient staff. Comments like the following illustrate this, *Better staff that respect everything about you*, *Kinder staff*, *More respectful staff*, *Some of the staff could be a little more patient*, and *I don't like how the staff treat me*.

Some individuals believed that having more staff would allow them to go on outings more often, *Because of staff shortage we don't get to go out as scheduled. We could use more staff*. One individual thought that the new employees needed better training to meet the needs of persons served, *The new hired employees need better training in how to communicate appropriately with the clients*. Another consumer wrote about their displeasure with the night staff. In response to the question how services could be improved one gentleman wrote, *Night shift could be more quieter when people are trying sleeping instead of keeping up till 4:00am watching tv and talking at your door!*

### *More Support and Therapy:*

Some consumers indicated that the services they received could be improved if they had more therapy. Several individuals were specific about wanting more group therapy while others wanted more one on one counseling. Statements about therapy that illustrate this are as follows, *more therapy*, *I think there should've been more therapeutic sessions both group and individual*, *more one on one therapy*, and *more time in group*.

### *Food:*

There were a great deal of comments made about the quality of the food and the types of food served in the residential programs. Most individuals expressed a desire to see more choices of food, better tasting food, and some simply wanted larger portions, *portions of food is too small and sometimes still hungry after meals*. Some of the comments about improving the quality and variety of food offered were as follows, *food needs to be better*, *more food*, *food kept hotter*, *better wider choice of food*, and *more improvement on food or have more choices*.

### *Division of Residents:*

Clients who responded to the surveys indicated that they would like to see fewer clients in the residential programs in which they participated. The statement, *less clients*, was seen on a few of the surveys. In addition to having fewer clients in the residential program some individuals indicated that they wanted segregation of certain clients. This can be best explained in the following comments, *separate mentally ill patients from people committed for a criminal offence and do not mix mental retardation patients with the mentally ill patients*.

### *More Personal Monies:*

Some respondents to the survey indicated that being able to access and spend their own money would improve the services they received. A couple individuals indicated that this was an area of importance to them. One individual said that, *allowing more clients to spend more of their personal money* would improve their services. Another consumer simply wrote, *could have my money more*.

### *Rules:*

Many of those who responded to the survey indicated that some of the structure and rules that were in place in the treatment programs needed some changing. When asked how the services they received could be improved one individual indicated that they wanted the rules enforced, *The rule about kids being safe and respected should have been applied more*. Several other individuals made comments about the structure of the program they were in. One person wrote that they wanted, *more free time*. Another respondent to the survey said they wanted, *less school more free time different movies, more fun*. One other comment about changing the rules was, *staff could let you where shoes*.

### *Go Home:*

When asked how services could be improved upon, many of the individuals expressed a desire to go home. Respondents who expressed a desire to go home or be discharged did not give a reason why but simply wrote, *I'd like to be discharged*, *Let me go home faster*, *I want to go home*, and *I wish I could be at home and get these services*.

### *Clothes:*

When asked how services could be improved several individuals made statements about their clothing. Many believed that they did not have enough clothes while others thought the clothes they were given should be newer. One individual wrote *get us the clothes that we need*. Others had similar comments about clothing, *I need clothes*, *more clothes*, and *I want to have better clothes*.